

Recovery Advisory Committee (RAC)

Thursday, August 21st, 2014

Minutes

1. Welcome and introductions
Tamara F
Mark (3rd Chair excused absence)
Kenyatta (Tri chairs)
2. Update on DQA (Division of Quality Assurance) site visit – Majority of what was presented or discussed was coordinated by Susan Gadacz
 - Sue Gadacz stated that she had a meeting with state for Technical Assistance for DMHSAS (Division of Mental Health & Substance Abuse Services) regarding CCS certification application that occurred after the June 2014 RAC (Recovery Advisory Committee) meeting
 - Modification of this was emailed prior to today's meeting.
 - There were to be changes to confidentiality with Avatar and Provider Link in systems.
 - Clarification on referrals. Referrals can come from anywhere, in fact, individuals can make out an application for CCS at any time.

From the Division of Quality Assurance (DQA):

Demetri Anderson was here at the Behavioral Health Division in 8/18/2014

Demetri is open to an additional creation of a CCS website to be implemented in addition to the CARRS website. This website will have an inclusion of various information on programs, forms used, names of agencies and providers to name some of the things to be found on this website. Currently this CCS website is in the works.

It will instruct a person about the CCS program, tell them that they have to apply for CCS benefits if they are interested after reading about CCS. A form is to be created and embedded in this web link.

- Clarification was discussed regarding CCS.

CCS is a voluntary benefit! An interested person must use the application to apply for the CCS benefit.

Team members in CARS will be identified to help individuals as needed who are referring themselves to the program.

Keep in mind as part of this application process one of the requirements is the need for a prescription from a doctor stating the medical need and why the individual will benefit from the CCS program.

reviews throughout the state. Thus, Milwaukee County is showing innovation and initiative as a leader in this programming.

Melody Joiner (from county) said that Demetri had no questions regarding the part of the credentials aspect of our program. Therefore this part of the process to date is okay.

Chuck (from county) did a walk through with the AVATAR with Demetri. Discussion points are as follows

- Right now at this point in the Avatar, Chuck we are trying to reduce the complexity with the three areas of Mental Health, substance abuse and COP waiver. Currently each area has a separate ID for an individual to be used throughout the 3 areas. Eventually there will be one ID assigned to each individual client to be used throughout the three areas.

- Also Chuck/we are looking at how to improve the process of placing people into services through the intake step and capture the information throughout the AVATAR work flow.

- (Chuck/county)

Some agencies have been invited to help run some testing phases for feedback on AVATAR. Looking at "user acceptance" validation of forms and work flow.

Chuck said "Thank you for submitting the forms so far, as AVATAR is being adjusted"

-On 8/15/14 Chuck said he received a CCS related information request from the state.

1) We have to show the National Provider Identification number (NPI) on encounters from Mental Health providers as well as substance abuse staff.

There needs to be more "Provider Connect." The county does not have a (NPI) on some of the provider agencies. This is also true for even some providers at large in the community. These NPI's will be requested and need to be provided to the County ASAP.

Chuck plans on sending out a request for any missing validation of current information on NPI's around 8/22/14. There will need to be about a week for the information to be returned to Chuck.

- There are still a lot of things to do besides AVATAR itself to have all things in place for going electronic by November, 2014. Keep in mind that AVATAR will not be up and working until 11/3/2014, Monday.

- * Sue Gadacz states to everyone:

- It is important for agencies to document all information necessary for payment for CCS related billing purposes. She said once the DQA certification approval happens the county is going to do manual uploads to the Forward Health Portal until AVATAR is operating properly.

3) MH/AODA Functional Screen Rollout

- Tamara Layne of CARS stated that the county plans on having staff of providers shadow county staff for training purposes and walk through on the AODA Functional screen.

Pam Fleider from APC said,

This past week Demetri did a site visit at Lisbon and Capitol offices of APC. He was shown where offices of the Care Coordinators would be located as well as the other program locations. LaCausa

(Chyra Trost) indicated that Demitri also did a site visit to LaCausa as well. Other agencies whose paperwork is submitted and kept at the County office will also have a site visit with Demitri (upcoming).

4) CCS Implementation

- Jenn Wittwer of CARS commented on how there is a lot of hard work going on by all. The CARS team will meet weekly. A project management tool is utilized to keep the CCS Implementation on track, along with the documentation needed for the state.

- Tasks are assigned as needed such as:

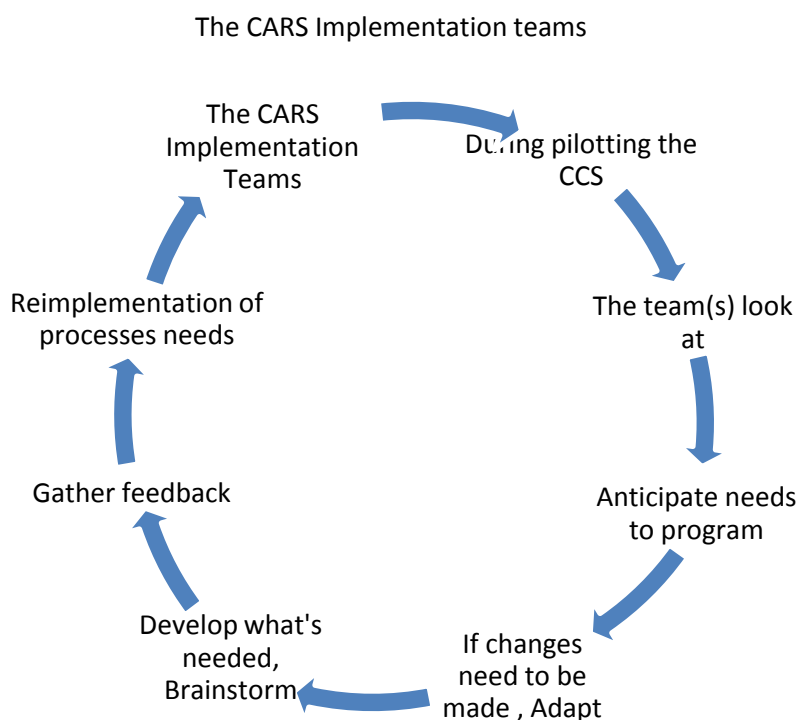
CCS Brochures

Provider directory

Roll Out schedule

Training plan for additional providers

Here's a way to think about this right now:



There is going to be a BIG LEARNING CURVE, Please let's all have PATIENCE

* Sue Gadacz sees that during this period of the Implementation of CCS this Recovery Advisory Committee (RAC) can be so instrumental in helping. Especially through feedback, outreach, connection to and about services with other agencies that haven't been brought in yet and also the community at large.

* THIS IS THE 1ST TIME IN 28 YEARS that Milwaukee County has used Medicaid Psychosocial and Rehabilitation Benefit. Plus there are 2 Psychosocial Rehab Benefits rolling out this year and can be a person's lifetime

- 1) Community Recovery Services (CRS)
- 2) Comprehensive Community Services (CCS)

Rachel (Foreman for Grand Ave Club) "I wouldn't want to be tested on all this information and programming with such complexity, acronyms, many players and program specifics. Kudos to all those that do". "It's important to look at the big picture for people with mental illness. We shouldn't wait for relay the new sensibilities about helping people with mental illness that is happening in Milwaukee County because of these new programs – It's exciting."

She suggests being aggressive now to start describing this CCS program(s) that's on the way. She thought that it is important to reach out to Ben Rader –WI Psychological Association and John Ling at Medical College of WI who oversees the residents.

Dawn Zak (of Mental Health America)

We are not a coordinator organization; however we are receiving calls inquiring about needed services and how to disseminate information on CCS now and in the future.

Discussion ensued about:

It is important to realize that the system for M.H. services is changing; the current system for M.H. services is a Sustaining Model – giving only just what is needed.

The major change in providing M.H. services is a change in thinking and it is changing the services and mindset to a Recovery Model which is to treat the whole person, which is what CCS is incorporating.

5) CCS plan changes Discussion and approval

Tamara moved to approve that 10 agencies formerly listed as Branch offices of Milwaukee county CCS program

Pam Leider 2nd the approval of APC

All in favor: Unanimously approved

Other Business:

Tamara F – To all, make sure we have your email; check the sign in list.

Tamara F: MHTF (Mental Health Task Force) is having a summit September 10th on "Understanding Recovery" with a reception on September 9th at Independence First 5:30p following MHTF meeting from 3p – 5pm

There are scholarships available to the summit still available- information was passed out.

There will also be a Mental Health quilt displayed at the reception.

Rachel Forman (Grand Ave Club) (GAC) announced that after the “Understanding Recovery” summit at 5:45p GAC is having an Employment Celebration at City Hall to celebrate employers who have employed G.A.C. members with mental illnesses (some since 93). All are encouraged to come to this event. (Information passed around)

September is National Recovery Month

6th Annual Wisconsin Walk for Recovery Sept. 13th 2014 9:30a- 11:30a at Milw. Alano Club (Hand out passed around)

6) Adjournment

Kenyatta (tri-chair) Motioned to adjourn

Tamara (tri-chair) Approved

Respectfully submitted by Cathy Kunze